

**UNIVERSITY OF FLORIDA  
COLLEGE OF NURSING  
COURSE SYLLABUS**

<u>COURSE NUMBER</u>	NUR 2650
<u>COURSE TITLE</u>	Transcultural Communications in Healthcare Today
<u>CREDITS</u>	3
<u>PLACEMENT</u>	Pre-Health: Elective
<u>FACULTY</u>	Karen S. Reed, MSN, DHSc, RN, CNL, CRRN Office Number: HPNP 3228 Email: ksreed@ufl.edu Office Hours:

COURSE DESCRIPTION      The purpose of this course is to broaden pre-health student perceptions and understanding of health care beliefs and practices of specific cultural groups found in the United States. This course will foster the development of essential communication skills and techniques necessary for effective multidisciplinary teams and culturally sensitive practice.

COURSE OBJECTIVES      Upon completion of this course, the student will be able to:

1. Recognize the communication norms, rituals and taboos of other cultures.
2. Examine the role culture plays in shaping the health beliefs and health seeking behaviors of people from different cultural backgrounds.
3. Discuss the impact of health literacy on health outcomes.
4. Value the importance of understanding one's own cultural background and practices, personal biases and assumptions.
5. Consider the challenges which come from miscommunications based upon cultural confusion.
6. Collaborate as a team member examining transcultural health care challenges.

COURSE SCHEDULE

<u>Section</u>	<u>Day</u>	<u>Time</u>	<u>Room</u>
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E-Learning in Canvas is the course management system that you will use for this course. E-Learning in Canvas is accessed by using your Gatorlink account name and password at <http://elearning.ufl.edu/> There are several tutorials and student help links on the E-Learning login site. If you have technical questions call the UF Computer Help Desk at 352-392-HELP or send an email to [helpdesk@ufl.edu](mailto:helpdesk@ufl.edu). It is important that you regularly check your Gatorlink account email for College of University wide information and the course E-Learning site for announcements and notifications. Course websites are generally made available on the Friday before the first day of classes.

## TOPICAL OUTLINE

1. Communication as a cornerstone for health care practice.
2. Growing demand for transcultural communication
3. Values of major American cultural groups
4. Transcultural communication building blocks: beliefs, behaviors and communication
5. Barriers to transcultural communication
6. Western health care system subculture: hospital, professional, commercial
7. Health care professionals as culture brokers between subcultures
8. Developing a transcultural therapeutic relationship
9. Developing transcultural communication skills
10. Overcoming knowledge deficits
11. Controlling bias, ethnocentrism and stereotyping
12. Overcoming language barriers and terminology differences
13. Overcoming differences in perceptions and expectations
14. Comparing a variety of cultural models used to address cross-cultural healthcare situations.

## TEACHING METHODS

Lecture, small group activities, group presentation, debates, panel presentations

## LEARNING ACTIVITIES

Participation in classroom activities, cultural interview, reflective logs, self-assessment exercises, and cultural event participation.

## EVALUATION METHODS/ COURSE GRADE CALCULATION

Syllabus Quiz	2%
Exam #1	15%
Exam #2	15%
Cultural Interview	15%
Cultural Events – (3 x13%)	39%
Class Attendance- (14 x 1%)	14%
TOTAL	100%

### *Syllabus Quiz- 2%*

A syllabus quiz acts to verify understanding of important elements of the syllabus. The purpose of a syllabus quiz is to familiarize you with the syllabus content including clarifying any misconceptions about course content or policies and verifying how to best communicate with the faculty.

### *Exams- 30%*

There are two exams in this class. They are short answer and application questions. You will have access to your class notes, lecture materials and weekly reading material and you will use that material to construct your answers.

### *Cultural Interview- 15%*

The heart of this course is about communicating with people different than yourself and taking into consideration how those differences may affect the health care you deliver and the health care services that the individual seeks and receives. You will conduct an interview this semester with someone very different than yourself. This experience will provide you with insight and confidence as you frame your future practice within the construct of cultural competence. Detailed instructions will be provided on the course website.

### *Class Attendance- 14%*

One point for each class attended. The point cannot be made up if the class is missed for an unexcused absence. If a class is missed for an excused absence, a reflective journal worth 1 point will be assigned on the next week's class materials and the student will have until Monday 8AM following that class to submit the reflective journal to the faculty member. A journal format will be provided.

### *Cultural Events- 39%*

You are to attend three different cultural events on campus or campus -related this semester where you are in the minority and the experience is related to a culture very different from your own. It must be an event where there is an opportunity to engage with others (Examples: an international student association meeting, celebration of the Chinese New Year, a religious ceremony). Detailed instructions on the write Cultural Event Journal will be provided on the course website.

## MAKEUP POLICY

### *Missed Exams*

1. If you have an excused absence and miss an exam, you will take a makeup exam at a time scheduled by the instructor. The exact location and date/ time of exam(s) is TBA at availability of the instructor and a secured testing area.
2. If you have an unexcused absence during either of the exams, the grade for that exam is 0%.

### *Late Work Policy*

Cultural Interview and Cultural Event Journals: 20% deduction per 24 hours beginning at 11PM on the Wednesday night that they are due.

## GRADING SCALE/ QUALITY POINTS

<b>Letter Grade</b>	<b>Percentage</b>	<b>Quality Points</b>
A	95-100%	4.0
A-	93-94%	3.67
B+	91-92%	3.33
B	84-90%	3.0
B-	82-83%	2.67
C+	80-81%	2.33
C	74-79%	2.0
C-	72-73%	1.67
D+	70-71%	1.33

D	64-69%	1.0
D-	62-63%	0.67
E	61% OR BELOW	0.0

For more information on grades and grading policies, please refer to the University's grading policies: <https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>

### PROFESSIONAL BEHAVIOR

The College of Nursing expects all Nursing students to be professional in their interactions with patients, colleagues, faculty, and staff and to exhibit caring and compassionate attitudes. These and other qualities will be evaluated during patient contacts and in other relevant settings by both faculty and peers. Behavior of a Nursing student reflects on the student's individual's ability to become a competent professional Nurse. Attitudes or behaviors inconsistent with compassionate care; refusal by, or inability of, the student to participate constructively in learning or patient care; derogatory attitudes or inappropriate behaviors directed at patients, peers, faculty or staff; misuse of written or electronic patient records (e.g., accession of patient information without valid reason); substance abuse; failure to disclose pertinent information on a criminal background check; or other unprofessional conduct can be grounds for disciplinary measures including dismissal.

### UNIVERSITY POLICY ON ACADEMIC MISCONDUCT

Academic honesty and integrity are fundamental values of the University community. Students should be sure that they understand the UF Student Honor Code at <http://www.dso.ufl.edu/students.php>. Students are required to provide their own privacy screen for all examinations administered to student laptops. No wireless keyboards or wireless mouse/tracking device will be permitted during examinations.

### UNIVERSITY AND COLLEGE OF NURSING POLICIES:

Please see the College of Nursing website for a full explanation of each of the following policies - <http://nursing.ufl.edu/students/student-policies-and-handbooks/course-policies/>.

Attendance

UF Grading Policy

Accommodations due to Disability

Religious Holidays

Counseling and Mental Health Services

Faculty Evaluations

Student Use of Social Media

### REQUIRED TEXTBOOK

- ✓ American Psychological Association. 6<sup>th</sup> Ed. (2010). *Publication manual of the American Psychological Association*. Washington, D.C.: American Psychological Association.
- ✓ A variety of articles, pdf files, videos and web sites will also be used to support your weekly learning experiences. Some assigned videos may need to be rented from Netflix or a similar vendor.

### WEEKLY CLASS SCHEDULE

There may be some adjustments to the sequence of the class schedule topics based upon the availability of invited speakers; however, assignment and exam dates will remain as stated.

DATE	TOPIC/ EVALUATION
Week 1	<ul style="list-style-type: none"> <li>• Course Introduction</li> <li>• Roles, Identities and Norms: How we learn the codes of our culture</li> <li>• Social Identity</li> </ul>
Week 2	<ul style="list-style-type: none"> <li>• Syllabus Quiz</li> <li>• Using Basic Transcultural Communication Techniques</li> <li>• Transcultural Communication Stumbling Blocks</li> <li>• Cultural Constructs</li> </ul>
Week 3	<ul style="list-style-type: none"> <li>• Stereotyping, Ethnocentrism, Bias and Prejudice</li> <li>• Microaggression</li> </ul>
Week 4	<ul style="list-style-type: none"> <li>• Transcultural Beliefs, Behaviors, and Communication</li> <li>• Cultural Models Used to Address Cross-Cultural Healthcare Situations</li> </ul>
Week 5	<ul style="list-style-type: none"> <li>• Social Determinants of Health</li> <li>• Health Literacy</li> </ul>
Week 6	<ul style="list-style-type: none"> <li>• Non-English Speaking Patients/ Consumers and Interpreters</li> <li>• Eliciting Assessment Data from the Client, Family and Interpreters</li> </ul>
Week 7	<ul style="list-style-type: none"> <li>• EXAM 1</li> </ul>
Week 8	<ul style="list-style-type: none"> <li>• Western Health Care System Subculture: Hospital, Professional Commercial</li> <li>• Health Care Professionals as Culture Brokers between Subcultures</li> <li>• Cultural Event Journal #1 Due</li> </ul>
Week 9	<ul style="list-style-type: none"> <li>• SPRING BREAK</li> </ul>
Week 10	<ul style="list-style-type: none"> <li>• Overcoming Differences in Perceptions and Expectations</li> <li>• Components of Health-related Values, Attitudes, Belief and Practices: Patients versus Practitioner</li> </ul>
Week 11	<ul style="list-style-type: none"> <li>• LGBTQ Community: Health Care Needs &amp; Challenges &amp; Lessons to Learn</li> <li>• Cultural Event Journal #2 Due</li> </ul>
Week 12	<ul style="list-style-type: none"> <li>• Cultural Communication &amp; Research</li> <li>• Social Injustice &amp; Communication</li> <li>•</li> </ul>
Week 13	<ul style="list-style-type: none"> <li>• Cultural Safety</li> <li>• Patient Safety/ Medical Errors related to Miscommunications secondary to Cultural Differences</li> </ul>

Week 14	<ul style="list-style-type: none"> <li>• Working on Multi-Cultural Teams: Concepts, Processes and Performance</li> <li>• Fostering Transcultural Communication with Other Health Care Professionals</li> <li>• Cultural Interview Due</li> </ul>
Week 15	<ul style="list-style-type: none"> <li>• Role of the Arts and Spirituality in Addressing Cultural Communication Differences</li> <li>• Cultural Event Journal #3 Due</li> </ul>
Week 16	<ul style="list-style-type: none"> <li>• EXAM 2</li> </ul>

**ASSIGNMENT SCHEDULE**

<b>ASSIGNMENT</b>	<b>DUE DATE</b>	<b>RETURN DATE</b>
Cultural Interview		
Cultural Event #1		
Cultural Event #2		
Cultural Event #3		
Syllabus Quiz		
Exam #1		
Exam #2		

Approved: Academic Affairs Committee: 08/2016  
 General Faculty: 08/2016  
 UF Curriculum Committee: 11/2016